Student Electronic 1098-T Access Process

Institutions that contract with Maximus Federal to process their 1098-T forms have the option to allow students to electronically access their 1098-T forms through the TRA website. If students access their 1098-T before the date set by the institution to print their 1098-T ("Print After" date), this confirms receipt of the form and a paper copy is not mailed. Students are able to electronically access and print their current and prior years' 1098-T forms saved on the TRA production database at any time, as many times as they require.

Accessing the TRA Program

Students access their 1098-Ts through the TRA website at: https://tra.maximus.com

Below are detailed are the steps students follow to access their form:

1. Open a web browser (Microsoft Edge, Chrome, Firefox, etc.) and enter https://tra.maximus.com in the address box. This URL will take them to the following landing page where they select "Login / Register" to access the program Login page.

The Login page offers phone numbers for immediate assistance and an email address if the student prefers that method of communication. Our Customer Service Representatives monitor the email address and communicate back to the student in the method the communication is received unless another method is requested.

Returning Users

> If the student has previously registered on this website, they should enter their User ID and Password or use the "Forgot your Password?" or "Forgot your User ID?" links to retrieve and reset their login credentials.

New Users

2. Students need to click on the "First Time Students" button.
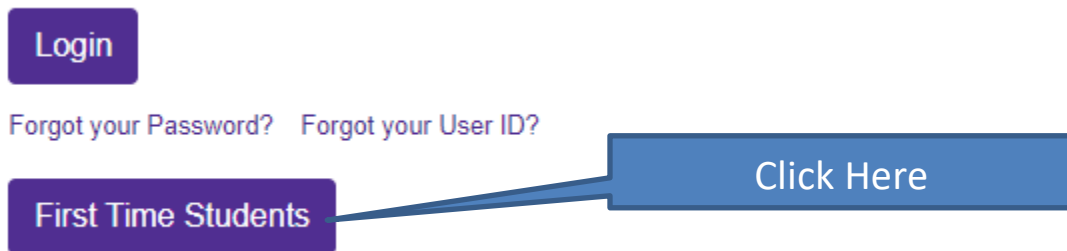
3. New Users need to enter the last 5 digits of their SSN (**or** full student ID if the school concerned submits Student IDs in their TRA data) AND First and Last name (as it would appear on their 1098-T form).

4. If a student doesn't find any results:
   a. They may not have had any net out-of-pocket tuition expense during the tax year or their tuition was entirely covered by grants or scholarships. For either of these circumstances, the institution may not issue them a 1098-T.
   b. They did not enter their name as it was reported on their 1098-T form.
   c. Either the SSN or Student ID that the student is using to locate their form is not included or is incorrect in their school's student record.
      i. The student may not have given the school their SSN.
      ii. The school may not report Student IDs in the student record.

5. If a 1098-T record is found for the student, they will see the following message to complete the required data (only one account per email address is allowed.):

6. Students then receive the following success message:
    a. If the Success message is not received, students should follow the instructions that appear to correct any issues.

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TRA Services

Info	**Registration Successful**
Links	You have successfully created your account. You will be receiving an e-mail shortly ʋ activate your account.
Student Help	Please remember to keep track of your User ID ɑ⌐d do not share it with others.
Login	Your User ID is ▭▭▭ ◄ **Your User ID**
Login	Close this browser window and go to your e-mail. Use the link and default pas complete activation of your account. If you have not received an e-mail within for this e-mail.
	If unable to locate the e-mail, check your Spam and Junk folders.

7. Students should go to their email and follow the instructions inside the email. The email comes from "TRA Customer Service". They should look in their Spam or Junk Mail folder if it is not received.

[EXTERNAL] New TRA Account

TC TRA Customer Service <hopescholar@maximus.com>
To ▭▭▭

Dear ▭▭,

This notice is to inform you that you now have an account in the TRA program.

Please click on the link below or copy and paste the entire link into your Web browser to complete your account creation.

http://10.124.5.9/traPortal/AccountResetPassword ▭▭▭▭▭▭

Please note that you will be required to set a personal password and challenge question after completing the initial log in. The challenge question will be used if you ever need to retrieve your password.

Once your account has been created you should bookmark https://tra.maximus.com for future visits to the TRA website. Please do not use the account creation link above for return visits as it may result in program access confusion.

Thank you,
TRA Customer Service

8. Students should select one of the security questions to answer and type an answer only they know and that they will remember. This answer is case sensitive and must match exactly when used in the future, similar to a password.

9. Students will set their personal Password. Passwords must contain at least one uppercase letter, lowercase letter, a special character and a number. Passwords are case sensitive as well. Passwords can be changed by using the "Forgot my Password" link on the main login page.
   a. Students are automatically logged in after completing this step and selecting Next:

Students' Access to 1098-T Forms

10. Returning student users and new student users will see the following screen when logged in. All 1098-T records on file with Maximus matching the SSN or Student ID provided upon registration will be visible here.

11. If a student accesses their current year record prior to their institution's set "Print After" date, they will receive the following message:

12. If they agree, the student should check the Acknowledge box and click Save. They have confirmed that they inderstand a paper 1098-T will not be mailed to them. If they do not complete this step, they have to wait until their institutions' forms have printed to have electronic access without consenting to waiving printing.

13. If they agree to the Acknowledgement, their 1098-T should now display as a pdf.

14. Students can then print or save the document from the pdf window. Students can always access additional copies of their 1098-T by following this same process.

15. On all TRA program pages, students have the "Student Help" option in the left-hand "Info" menu to access information on commonly-encountered issues and access to further assistance:

TRA Services

Info
- Links
- Student Help

Login
- Login

Click Here to access help resources.